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THE ASSISTANT COMMISSIONER FOR PATENTS

Washington, D.C. 20231

DOCKET NUMBER: AUS920010918US1

DATE: December 13, 2001

Sir:

Transmitted herewith for filing is the Patent Application of:

Inventors: Carl Phillip Gusler, Rick Allen Hamilton, II and Timothy Moffett Waters

For: Employing Speech Recognition and Capturing Customer Speech to Improve Customer ServiceAssignee Name: **International Business Machines Corporation**Assignee Residence: **Armonk, New York**

Enclosed are:

- ☒ 18 Patent Specification including an Abstract
- ☒ 5 Pages of Claims
- ☒ 6 Sheet(s) of drawings. ☒ Informal ☐ Formal
- ☒ 3 Declaration(s) and Power of Attorney
- ☒ Form PTO 1595 and Assignment of the Invention to IBM Corporation
- ☐ A certified copy of a ☐ application.
- ☒ Information Disclosure Statement, PTO 1449 and copies of 12 references.

The filing fee has been calculated as shown below:

FOR	Number Filed	Number Extra	Rate	Basic Fee \$740.00
Total Claims	19	-20 = 00	X \$ 18	= \$ 00.00
Independent Claims	04	3 = 1	X \$ 84	= \$ 84.00
Multiple Dependent Claims	00		X \$280	=
<b>Total Filing Fee</b>				<b>= \$824.00</b>

- ☒ Please charge my Deposit Account No. 09-0447 in the amount of \$ 824.00. A duplicate copy of this sheet is enclosed.
- ☒ The Commissioner is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account 09-0447. A duplicate copy of this sheet is enclosed.
- ☒ Any additional filing fees required under 37 CFR 1.16.
- ☒ Any patent application processing fees under 37 CFR 1.17.

Respectfully submitted,

By

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